

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: <http://www.qwest.com/texan-ng/>

Service Area: Voice

Category: Toll Free

Dedicated Toll Free

For higher call volumes, CenturyLink Dedicated Toll Free Service enables end users to dial an 8XX number and connect to a dedicated trunk without the calling party incurring long distance charges. In addition to the basic toll-free service, CenturyLink Toll-Free service offers a powerful set of enhanced features that allow you to tailor the service to your needs.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request

2 Business Days

Installation Interval

10 Business Days

Disconnect Interval

10 Business Days

Service Term

Month-to-Month

NOTE: DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

100% monthly

Mean Time to Repair (MTTR)

4 Hours / Instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Customer is required to provide on-site equipment with the ability to process incoming dedicated call traffic

* A 12% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.

CenturyLink DEDICATED LONG DISTANCE PRICING - INBOUND				
INBOUND SERVICE		Cost Per Minute	NRC (if applicable)	
Intralata		\$0.0168	n/a	
Intrastate		\$0.0168	n/a	
Interstate		\$0.0168	n/a	
Time of Day Routing			waived	
Area Code Routing			waived	
ANI Based Routing			waived	
Day of Week Routing			waived	
Day of Year Routing			waived	
Alternate Call Routing			waived	
Busy Ring No Answer			\$28.00	
DNIS			waived	
Direct Termination Overflow			waived	
Extended Call Coverage			waived	
Geographic Routing			waived	
Industry Toll Free Directory assistance			\$2.80	
Menu Routing			\$16.80	
Percent Allocation Routing			waived	
Project Account codes			waived	
Real Time ANI			waived	
GeoPlus			ICB	
Tailored Call Coverage			waived	
Transfer and Release			\$56.00	
CenturyLINK Control For Toll Free			waived	
EZ Route - Menu			\$16.80	
EZ Route - Database Routing			\$33.60	
EZ Route - Database & Menu Routing			\$50.40	
EZ Route - Intelligent Call Processing			\$1344 per PG link	
Toll Free Enhanced Routing		NRC	MRC	Change
EZ ROUTE-ENHANCED REPORTING MANAGER (ERM)		\$392.00 per 8XX	\$0.00	\$0.00
EZ ROUTE-MENU AND DATABASE*		\$112.00 per 8XX	\$39.20 per 8XX	\$0.00
EZ ROUTE- SPEECH RECOGNITION MENU & DATABASE ROUTING*		\$112.00 per 8XX	\$39.20 per 8XX	\$0.00
* Limited to 500 nodes per application (Any feature whose name appears in all capital letters received pricing outside of the RSS.)				
Domestic Intrastate				
Directory Assistance per call		Rate		

States	
Texas	\$1.0640

International Toll Free / UIFN

Country of Origination	Switched Origination - Switched Termination Net Effective Rate Per Minute	Switched Origination - Switched Termination Net Effective Rate Per Min	UIFN Availability
Anguilla	\$1.0061	\$0.9885	
Antigua	\$0.5189	\$0.5013	
Argentina	\$0.8561	\$0.8384	Yes
Australia	\$0.1501	\$0.1324	Yes
Bahamas	\$0.2383	\$0.2206	
Bahrain	\$0.5048	\$0.4872	
Barbados	\$0.3266	\$0.3089	
Belgium	\$0.1060	\$0.0883	Yes
Bermuda	\$0.4131	\$0.3954	
Brazil	\$0.4554	\$0.4377	Yes
British Virgin Islands	\$1.0061	\$0.9885	
Canada	\$0.0618	\$0.0441	
Cayman Islands	\$0.2149	\$0.1972	
Chile	\$0.3637	\$0.3460	
China (PRC)	\$0.7590	\$0.7413	Yes
Colombia	\$0.4131	\$0.3954	
Costa Rica	\$0.9638	\$0.9461	
Cyprus	\$0.1630	\$0.1454	
Denmark	\$0.1235	\$0.1060	Yes
Dominica	\$0.6573	\$0.6396	
Dominican Republic	\$0.1324	\$0.1147	
Fiji Islands	\$0.8032	\$0.7855	
Finland	\$0.2383	\$0.2206	Yes
France	\$0.0794	\$0.0618	Yes
Guatemala	\$0.8649	\$0.8473	
Germany	\$0.0794	\$0.0618	Yes
Greece	\$0.2066	\$0.1889	
Grenada	\$0.5599	\$0.5422	
Hong Kong	\$0.3089	\$0.2912	Yes
Hungary	\$0.5189	\$0.5013	Yes
India	\$0.9444	\$0.9267	
Indonesia	\$0.7025	\$0.6849	
Ireland	\$0.0883	\$0.0706	Yes
Israel	\$0.1501	\$0.1324	Yes

Italy	\$0.0794	\$0.0618	Yes
Jamaica	\$0.2253	\$0.2076	
Japan	\$0.3089	\$0.2912	Yes
Korea (South)	\$0.9003	\$0.8826	Yes
Luxembourg	\$0.2789	\$0.2612	Yes
Macao	\$0.3707	\$0.3530	Yes
Malaysia	\$0.4766	\$0.4590	Yes
Mexico (Zone 1)	\$0.1501	\$0.1324	
Mexico (Zone 2)	\$0.1501	\$0.1324	
Mexico (Zone 3)	\$0.1501	\$0.1324	
Mexico (Zone 4)	\$0.1501	\$0.1324	
Montserrat	\$1.0061	\$0.9885	
Netherlands	\$0.0883	\$0.0706	Yes
Netherlands Antilles	\$0.6619	\$0.6442	
New Zealand	\$0.1501	\$0.1324	Yes
Norway	\$0.2383	\$0.2206	Yes
Panama	\$0.4201	\$0.4024	
Peru	\$1.2092	\$1.1915	
Philippines	\$0.3089	\$0.2912	Yes
Poland	\$0.5189	\$0.5013	
Portugal	\$0.2383	\$0.2206	Yes
Singapore	\$0.3089	\$0.2912	Yes
South Africa	\$0.5966	\$0.5789	Yes
Spain	\$0.2383	\$0.2206	Yes
St. Kitts / Nevis	\$0.5768	\$0.5592	
St. Lucia	\$1.3591	\$1.3415	
St. Vincent & Grenadines	\$0.7237	\$0.7060	
Sweden	\$0.2383	\$0.2206	Yes
Switzerland	\$0.2383	\$0.2206	Yes
Taiwan	\$0.5118	\$0.4943	Yes
Thailand	\$0.5543	\$0.5366	Yes
Trinidad & Tobago	\$0.5189	\$0.5013	
United Kingdom	\$0.0794	\$0.0618	Yes
Venezuela	\$0.5966	\$0.5789	

(Any country whose name appears in all capital letters receiver of RSS. All other pricing is subject to the RSS)

Dedicated Toll Free Service

Dedicated Toll Free Service is generally available throughout the State.